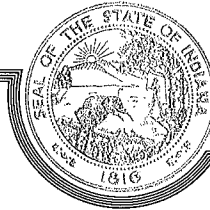


STATE - INDIANA

DIVISION OF STATE COURT ADMINISTRATION



SUPREME COURT

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June 22, 2005

To: All Indiana Courts and Clerks

Re: Update on JTAC's Case Management System Project

Our commitment to providing Indiana courts with a 21st century Case Management System (CMS) remains strong. We know you share our vision of a system that will serve the unique needs of Indiana courts and connect them with each other and allow exchange of information with state agencies such as the State Police and Bureau of Motor Vehicles seamlessly and expeditiously. We know this because so many of you – judges and clerks alike – were involved in establishing the initial requirements and design for the project.

It has been some time since you received an update, and we want to provide you with a report on our progress. As previously reported, there has been an interruption in work on the project. Here is what happened. During the months of August and September, 2004, our principal vendor, Computer Associates, International, Inc. (CA) delivered to us a version of the CMS in anticipation of beginning "user acceptance testing" in Clay County and Marion Superior Court Civil Court #6. CA and our Court's Judicial Technology and Automation Committee (JTAC) identified several issues that raised questions as to whether that version of the CMS was ready for that testing. A number of these issues were associated with the part of the CMS that will automate the clerks' financial processes.

As a result, an "assessment" of that version of the CMS was conducted by CA, JTAC, and personnel from Marion County in November and December, 2004, to examine the clerks' financials and other issues. At the conclusion of the assessment, CA, JTAC, and personnel from Marion County agreed that the clerks' financial part of that version of the CMS did not satisfy the requirements of the CMS project. In addition, JTAC and personnel from Marion County believe the assessment identified additional aspects of that version of the CMS that did not meet the requirements of the CMS project.

Three major developments immediately followed the completion of the assessment:

First, JTAC and CA engaged in an intense series of discussions that resulted in an amendment to the existing contract. The amendment includes a commitment from CA to re-do the clerks' financial part of the CMS at its expense. Leaders at the highest level of CA management have been involved in these discussions.

Second, CA assigned a new project manager to lead the CMS project on its behalf and JTAC hired Crowe Chizek & Co. to provide it with a counterpart project manager.

Third, JTAC revised its CMS project decision-making process in order to (1) make decisions more rapidly, and (2) involve ultimate users of the CMS, particularly personnel from Marion County, more directly in making decisions. As part of the decision making process, a new CMS Governing Board and Executive Scope Committee were created.

As a result of the assessment and discussions at CMS Governing Board and Executive Committee meetings, the following steps have been or are being taken already:

Both CA and JTAC developed and are putting into place revised CMS project staffing plans to meet the needs identified by the assessment and CMS Governing Board and Executive Committee.

The Governing Board has been expanded to increase the number of judges and clerks on it and get greater representation from around the state.

The CMS project staff is reviewing the information previously gathered from more than 300 court representatives from around the state – judges, clerks, court staff, and others – to ensure that all new work will still meet the needs of end users. Functions previously planned for inclusion in the CMS will be reconfirmed in light of business needs and recent technology changes. So as to streamline the statewide CMS, the specific, complex requirements necessary to meet the unique business requirements of Marion County will be segregated into a separate Marion County module.

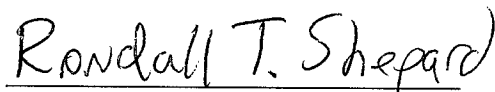
CA and JTAC have agreed to a new change so that the CMS will be able to be simply downloaded into a PC from the Internet rather than requiring a technician to install it on each individual computer. Because updates will also be done this way, updating will be much easier and faster.

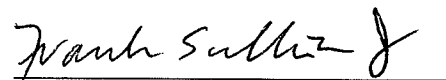
Although much work remains to be done on the CMS project, a great deal has already been accomplished through the team effort of Indiana trial court judges, clerks, and court staff with our JTAC personnel and vendors and consultants. This team approach included the Association of Circuit Court Clerks of Indiana participating in the procurement process by which CA was hired in the first place. It included as well JTAC hiring a former circuit court clerk to serve as an in-house subject matter expert. In fact, the primary reason for the project interruption was to ensure the clerks' financial processes met the mutual requirements of all of the members of the team.

Developing a case management system that meets our high standards and the needs of all prospective users has proved to be more complex and difficult than we originally anticipated. As pioneers in the standardizing and interfacing of court technology with other government computer systems, we have embarked on a project of unprecedented complexity and scope. But we will not offer this case management system to Indiana's courts and clerks unless and until we meet the high standards we have set for the project.

Although it is a source of little comfort, it is not unusual for major computer projects to encounter setbacks. But we continue to believe that the system we envision will greatly help courts and clerks in their work, improve public safety, and save taxpayers' money. We are committed to doing this project—and to doing it right—even if it takes longer than previously anticipated.

You will be receiving regular updates through the JTAC newsletter as we move forward. Your continued input and diligence is appreciated on this important initiative.


Randall T. Shepard, Chief Justice
State of Indiana


Frank Sullivan, Jr., Justice
State of Indiana